

April 11, 2007

**BY HAND**

Ms. Marlene H. Dortch, Secretary  
Federal Communications Commission  
445 12th Street, S.W.  
Washington, D.C. 20554

Re: *Speakeasy, Inc., 911 Compliance Status Report, WC Docket No. 05-196*

Dear Ms. Dortch:

Speakeasy, Inc. ("Speakeasy") hereby submits this compliance status report ("Compliance Report") updating the Commission on progress made by Speakeasy in providing E-911 capability to its customers of interconnected VoIP services.<sup>1</sup>

- Provision of Compliant 911 Service: Speakeasy estimates that it provides 911 service in full compliance with the *VoIP 911 Order* to 94.5% of its subscriber telephone numbers, broken down as follows:<sup>2</sup> 93.3% of its enduser telephone numbers receive enhanced 911 (E-911) service routed via a selective router to the Public Safety Answering Point (PSAP) 911 trunk, and include the provision of automatic number identification (ANI) and automatic location information (ALI).<sup>3</sup> 1.2% of its enduser telephone numbers receive basic 911 service routed over the administrative line for the PSAP serving the subscriber's registered location in markets where no selective router is made available to Intrado, including the provision of ANI if caller ID is available through that PSAP.

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<sup>1</sup> Speakeasy provides interconnected VoIP services to its customers on its own platform and on a platform operated by New Global Telecom ("NGT"). In both cases, Intrado, Inc. ("Intrado") is the underlying 911 service provider, and the information provided herein, which is current as of March 19, 2007, is based on information provided to Speakeasy by Intrado, and in the case of subscribers served via the NGT platform, provided to Speakeasy by both Intrado and NGT.

<sup>2</sup> Unless otherwise indicated, the various service level percentages reported herein are based on 911 service levels available to particular enduser telephone numbers, rather than at the customer level. Speakeasy's customer base includes both single line residential customers and multiple line/multiple location business customers, which in the case of the latter may have differing levels of 911 service depending on the registered location of the particular enduser telephone number. Accordingly, Speakeasy believes that reporting the compliance information requested by enduser telephone number level fairly portrays and provides the most accurate picture of the overall 911 service level that Speakeasy is providing, and also avoids complications relating to the classification of particular customers as compliant or non-compliant, to the extent their enduser telephone numbers may have different 911 service levels depending on registered location.

<sup>3</sup> For convenience, when PSAP is used herein, it shall also include, in addition to the Public Safety Answering Point, the designated statewide default answering point or appropriate local emergency authority, as the case may be.

- 911 Coverage: (i) *List of each PSAP serving areas where Speakeasy provides interconnected VoIP service that does not fully comply with VoIP 911 Order:* **Redacted.** (ii) *Plans for coming into compliance:* Speakeasy has not achieved full compliance with the requirements of the *VoIP 911 Order* with respect to approximately 5.5% of its enduser telephone numbers. More than 99.9% of these are served by PSAPs that are on Intrado's planned upgrade list.<sup>4</sup> In particular, 13.1% of these (0.7% of total enduser telephone numbers) are served by PSAPs that are scheduled by Intrado for upgrade to fully compliant 911 service by June 8, 2007. The remaining 87% of these enduser telephone numbers (4.7% of Speakeasy's total enduser telephone numbers), while on Intrado's upgrade list, do not have a scheduled date for upgrade. Speakeasy understands from Intrado that all of these telephone numbers are in the states of CA, CT, IL, IN, MI and PA, and generally (with the exception of Chicago, IL) involve multiple emergency service number ("ESN") PSAPs, where 911 calls may be routed to particular emergency service numbers depending on criteria unique to that PSAP. Speakeasy also understands that Intrado is working with the governing bodies in the states of California, Connecticut, and Michigan, the cities of Chicago, IL and Indianapolis, IN, and select municipalities in Pennsylvania to upgrade service in these areas as soon as possible.
- 911 Routing Information/Connectivity to Wireline E911 Network: As discussed above, approximately 5.5% of Speakeasy's enduser telephone numbers are served by PSAPs where a Selective Router is available, but Speakeasy is not presently transmitting 911 calls originated by those telephone numbers utilizing such Selective Router. For all such telephone numbers, however, the 911 calls are routed directly to the appropriate PSAP serving the registered location of the enduser telephone number over the PSAP administrative line, with the provision of ANI where caller ID is available at the PSAP. A detailed explanation of why the 911 calls originated by such subscribers are not being routed via the dedicated Wireline E911 Network is provided in response to the previous question.
- New VoIP Customers and/or Marketing of VoIP Service in Non-Compliant Areas: Speakeasy accepts customers in non-compliant areas only to the extent such areas are served by PSAPs that are on Intrado's planned rollout list. If a customer is located in a county not included on Intrado's planned rollout list, Speakeasy will not accept customers from that area.<sup>5</sup> As a result of this strategy, and aggressively working with Intrado on 911 compliance, Speakeasy's 911 compliance rate has increased from approximately 65% at the end of 2005 to its current level of approximately 94.5%.

Speakeasy filed a waiver with the Commission on February 8, 2006, which remains pending, seeking an extension of time to implement the 911 service level rules in order to continue to provide service in areas on Intrado's planned upgrade list, pending upgrade to fully compliant 911 service. As explained more fully in the waiver petition, pending upgrade to fully compliant 911 service, Speakeasy's underlying service provider, NGT, had been

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<sup>4</sup> Speakeasy recently learned that under 0.1% of these non-compliant enduser telephone numbers are served by PSAPs that were on Intrado's planned upgrade list at the time service was sold and provisioned to those customers, but were subsequently removed by Intrado at a later date.

<sup>5</sup> Because Speakeasy engages exclusively in Web-based marketing to residential customers, which cannot be limited by geographic area, it cannot similarly limit its marketing activities. With respect to business customers, Speakeasy engages in both Web-based marketing and marketing through referral partners. Marketing through referral partners in areas where E-911 is not yet available is limited to areas on Intrado's upgrade list.

providing to some of those customers an emergency operator-assisted 911 service under which 911 calls placed by such customers were routed to a 24x7 emergency call response center (ECRC). The ECRC then provided a soft transfer of the 911 call to the appropriate 911 dispatcher or to the administrative line of the appropriate PSAP, along with the registered location and call back number. As of March 14, 2007 for customers served on the NGT platform, and since inception on September 8, 2006 for customers served on the Speakeasy platform, 911 calls from enduser telephone numbers in areas pending upgrade are routed to the appropriate PSAP serving the registered location of the enduser telephone number over the PSAP administrative line, with the provision of ANI where caller ID is available.

**Redacted.**

Please do not hesitate to contact the undersigned, or our counsel, Martin L. Stern of K&L Gates (202-661-3700; [marty.stern@klgates.com](mailto:marty.stern@klgates.com)) if you have any questions regarding the foregoing or require any further information.

Respectfully submitted,

**SPEAKEASY, INC.**

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Enclosure

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